

**BACHELOR IN HOTEL MANAGEMENT
(BIHM)**

00594

**Term-End Examination
June, 2019**

BHY-023 : BASIC FRONT OFFICE OPERATION

Time : 3 hours

Maximum Marks : 100

Note : *Attempt any five questions. All questions carry equal marks.*

1. Define the term 'hotel'. Discuss the evolution and development that has taken place in the hospitality industry after World War II. **20**
2. What do you understand by job description ? **20**
Explain in detail the jobs that are entrusted to Front office Manager.
3. Write short notes on : **10x2=20**
 - (a) Modes and sources of reservation in a hotel
 - (b) Procedure for VIP arrival
4. Give step-by-step procedure to be followed while checking in a walk in guest. **20**
5. Discuss the co-ordination and co-operation of Front office department with other departments of the hotel. **20**

6. How are hotels classified on the basis of size, location, length of stay and facilities ? 20
7. Draw a neat, labelled layout of front office department of a 5-star hotel. 20
8. What do you understand by Bell Desk ? Give its organisation structure and list out various functions performed by its staff. 20
9. Write short notes on : 10x2=20
(a) Safe Deposit Procedure
(b) Types of Registration
10. What do you understand by checking out procedure ? What are the various modes of bill settlements by guests ? 20
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